MTF Host Nation Support Program Pilot Project

December 2005 TRICARE Europe Council
Garmisch-Partenkirchen, Germany

CDR Jeff Trowbridge & Mark Zimmerman

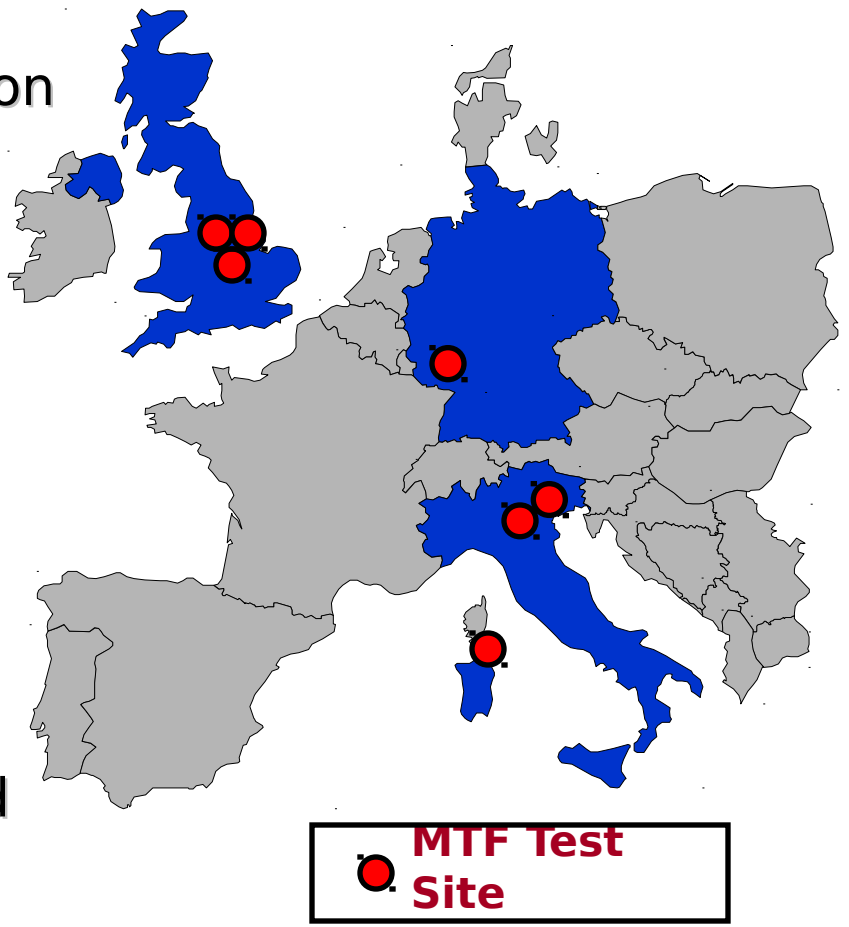
Contract Modification: MTF Host Nation Services Pilot Program

MTF Host Nation Services is an **extension** of the current TGRO (TRICARE Global Remote Overseas) Contract.

International SOS manages **the MTF Host Nation Network** in the surrounding MTF Service Area and is activated by the MTF for **In-patient case management.**

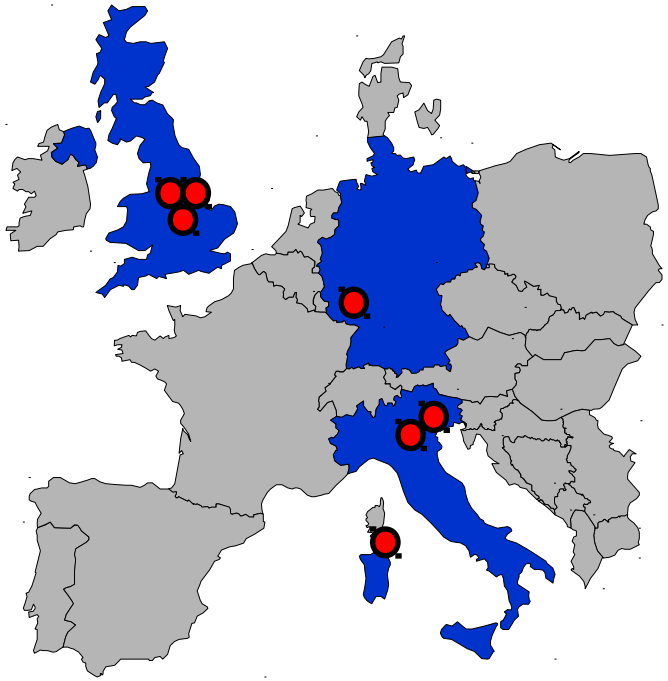
MTF Host Nation Service Program Overview

- Centralized Program Management in SOS London
  - In-patient Case Management
  - In-patient Network Development
  - Maintenance of Out-patient Credentialing Files
- Incremental Program Implementation
- On-going Site Surveys and Training Programs



Where are the MTF Pilot Sites?

1. Lakenheath, UK
2. Upwood, UK
3. Croughton UK
4. Vicenza, Italy
5. Aviano, Italy
6. Baumholder, Germany
7. La Maddalena, Italy



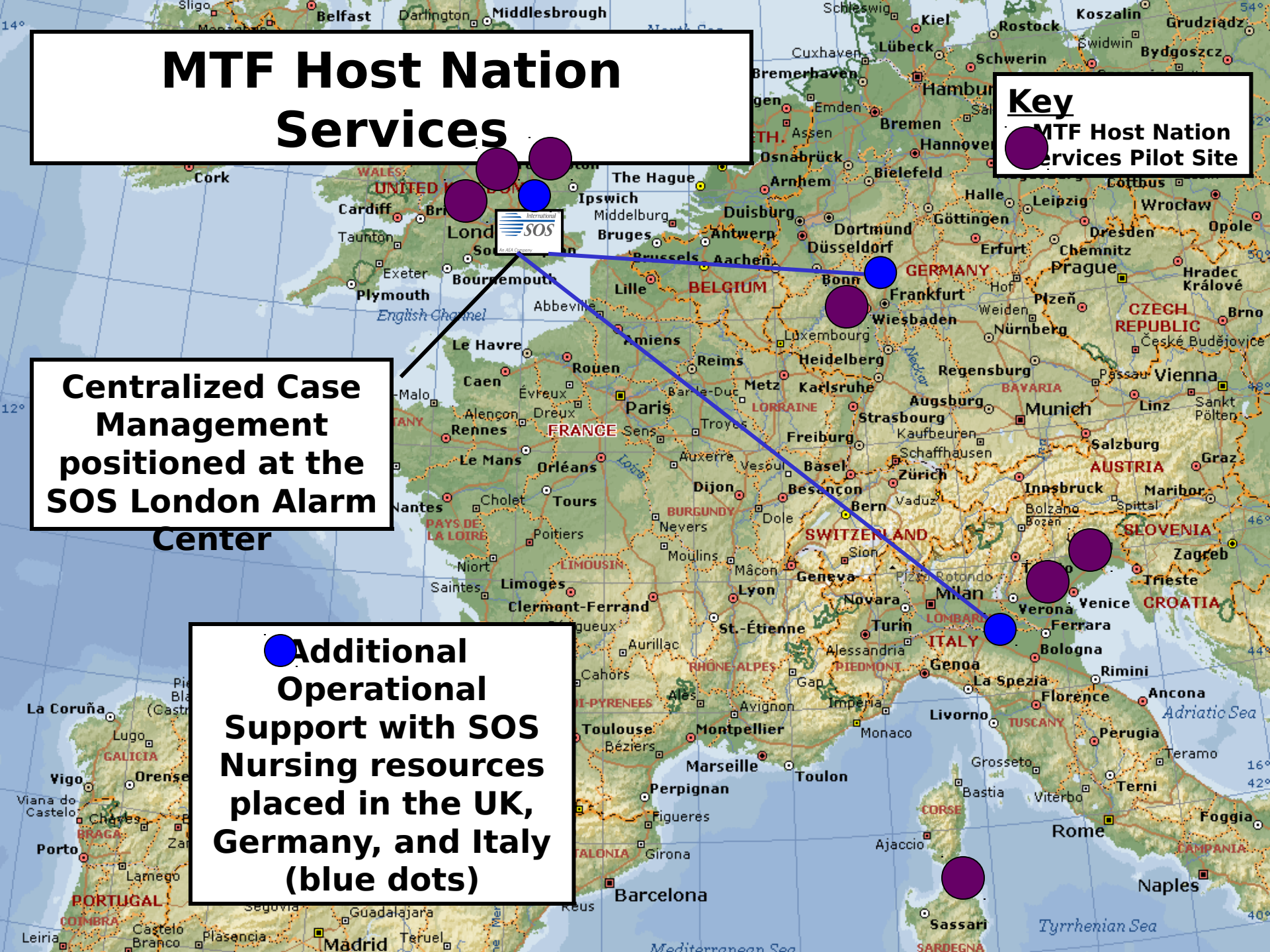
Timeline

- **Seven Test Sites**

  January 2005 – Lakenheath
  February 2005 – Upwood, Croughton
  March 2005 – Aviano, Vicenza
  April 2005 – Baumholder, LaMaddalena

- **Interim Report to TMA**

  Due by end of January 2006.
  Less than one year data collection period, data lag: M2.
  Comparison of baseline objective and subjective data against demonstration project data.


MTF Host Nation Services
Key
MTF Host Nation Services Pilot Site
Centralized Case Management positioned at the SOS London Alarm Center
Additional Operational Support with SOS Nursing resources placed in the UK, Germany, and Italy (blue dots)
International SOS
London
Cardiff
Ipswich
Middelburg
Bruges
Antwerp
Brussels
Aachen
Dortmund
Düsseldorf
Duisburg
Bielefeld
Osnabrück
Bremen
Hamburg
Hannover
Göttingen
Leipzig
Dresden
Chemnitz
Prague
Plzeň
Nürnberg
Weiden
Hof
Erfurt
Frankfurt
Wiesbaden
Bonn
GERMANY
BELGIUM
Lille
Amiens
Abbeville
Le Havre
Rouen
Caen
Évreux
Dreux
Alençon
Rennes
Le Mans
Orléans
Tours
Cholet
Nantes
Paris
FRANCE
Sens
Troyes
Reims
Metz
Bar-le-Duc
Karlsruhe
Heidelberg
Luxembourg
Regensburg
Augsburg
Munich
Strasbourg
Freiburg
Kaufbeuren
Schaffhausen
Zürich
Basel
Vesoul
Auxerre
Dijon
Besançon
Bern
Vaduz
Innsbruck
Salzburg
Linz
Passau
Vienna
Graz
Maribor
Spittal
Bolzano
Bozen
AUSTRIA
SLOVENIA
CZECH REPUBLIC
Brno
Hradec Králové
Pardubice
České Budějovice
Plymouth
Exeter
Bournemouth
Taunton
Cork
English Channel
Poitiers
Niort
Saintes
Limoges
Clermont-Ferrand
Aurillac
Cahors
Moulins
Mâcon
Lyon
St.-Étienne
Geneva
Sion
Milan
Novara
Turin
Verona
Venice
Ferrara
Bologna
Genoa
La Spezia
Rimini
Florence
Ancona
Livorno
Monaco
Perugia
Teramo
Grosseto
Terni
Viterbo
Rome
Foggia
Naples
Ajaccio
Bastia
Sassari
Toulon
Marseille
Montpellier
Béziers
Perpignan
Figueres
Girona
Barcelona
Avignon
Gap
Imperia
Alessandria
Nevers
Dole
Zagreb
Trieste
Pizza Rotondo
Adriatic Sea
Tyrrhenian Sea
Mediterranean Sea
La Coruña
Lugo
Vigo
Orense
Viana do Castelo
Chaves
Porto
Lamego
Leiria
Coimbra
Castelo Branco
Plasencia
Guadalajara
Madrid
Teruel
Segovia
Reus
Tarragona
Zaragoza
Pamplona
Bilbao
Santander
Oviedo
Gijón
Ferrol
GALICIA
PORTUGAL
BRAGA
CORSE
SARDEGNA
CAMPANIA
LOMBARDY
PIEDMONT
RHONE-ALPES
LIMOUSIN
BURGUNDY
PAYS DE LA LOIRE
LORRAINE
BAVARIA
TUSCANY
SWITZERLAND
CROATIA
Belfast
Darlington
Middlesbrough
Cuxhaven
Bremerhaven
Emden
Assen
Arnhem
The Hague
Ipswich
Schleswig
Kiel
Rostock
Lübeck
Schwerin
Swidwin
Koszalin
Grudziądz
Bydgoszcz
Cottbus
Halle
Wrocław
Opole
Pilsen
Sligo

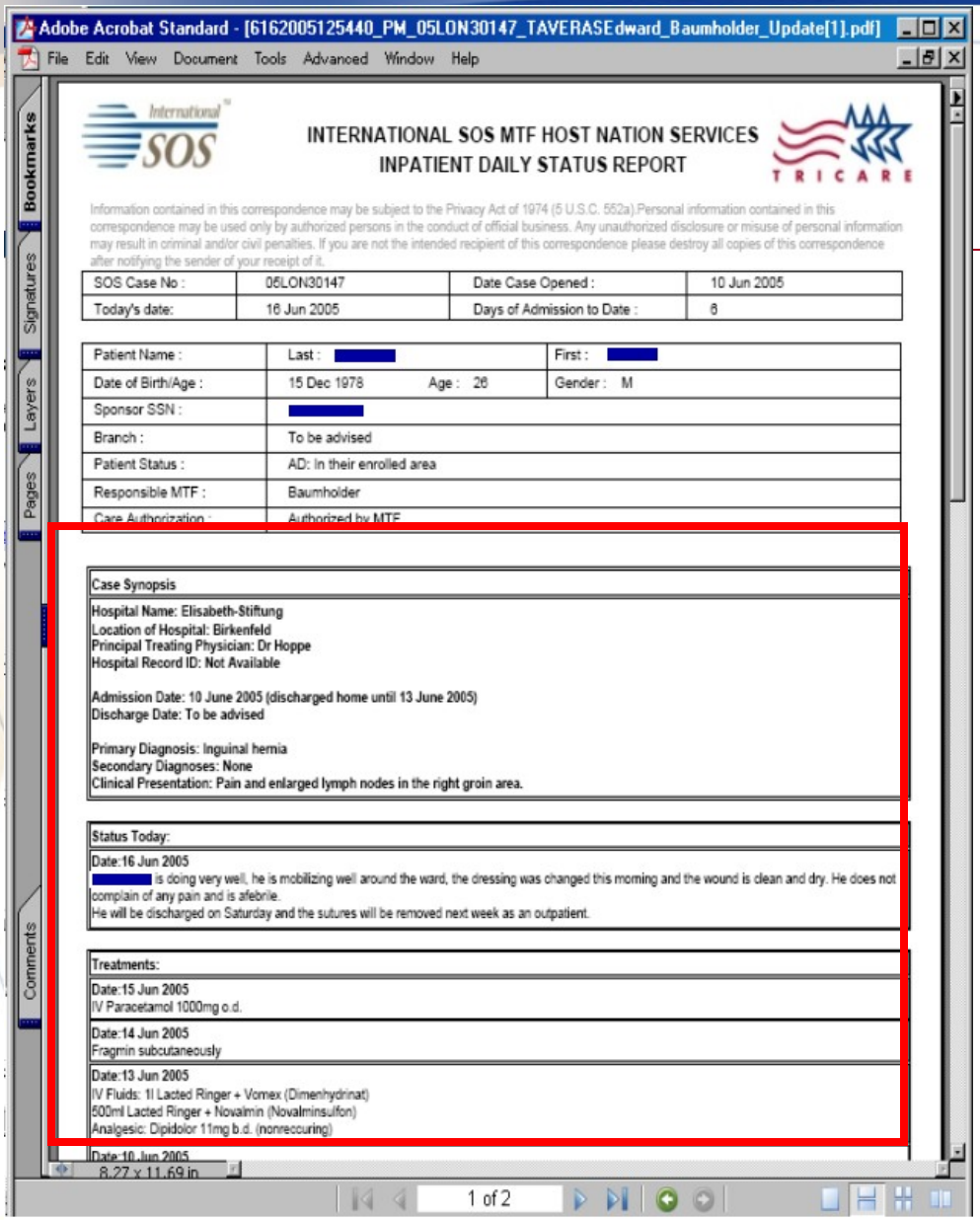
Goals of the Pilot Program

- Establish and maintain an inpatient health care network around each Military Treatment Facility
- Manage host nation inpatient care referrals
- Provide statistical and management reports to the TRICARE Area Office - Europe
- Seamless continuity of healthcare services between host nation resources and MTFs
- Standardized outpatient network provider credential review processes

Reporting Highlights

Process Mechanisms for Case Management

1. A new In-patient Case is identified to SOS from the MTF Point of Contact (MTF authorizes care, not SOS)
2. International SOS Medical Case Managers
    - SOS Alarm Center Dedicated Physician and Nurse Case Managers
    - Site Nurse in allocated geographical region
3. Collation of clinical information
    - Information gathered in real time
    - Medical staff to medical staff
    - In conjunction with SOS Site Nurse
4. Daily Status Reports communicated to MTF Points of Contact
5. Discharge Report created within 14 days after discharge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File Edit View Document Tools Advanced Window Help
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INTERNATIONAL SOS MTF HOST NATION SERVICES
INPATIENT DAILY STATUS REPORT
TRICARE
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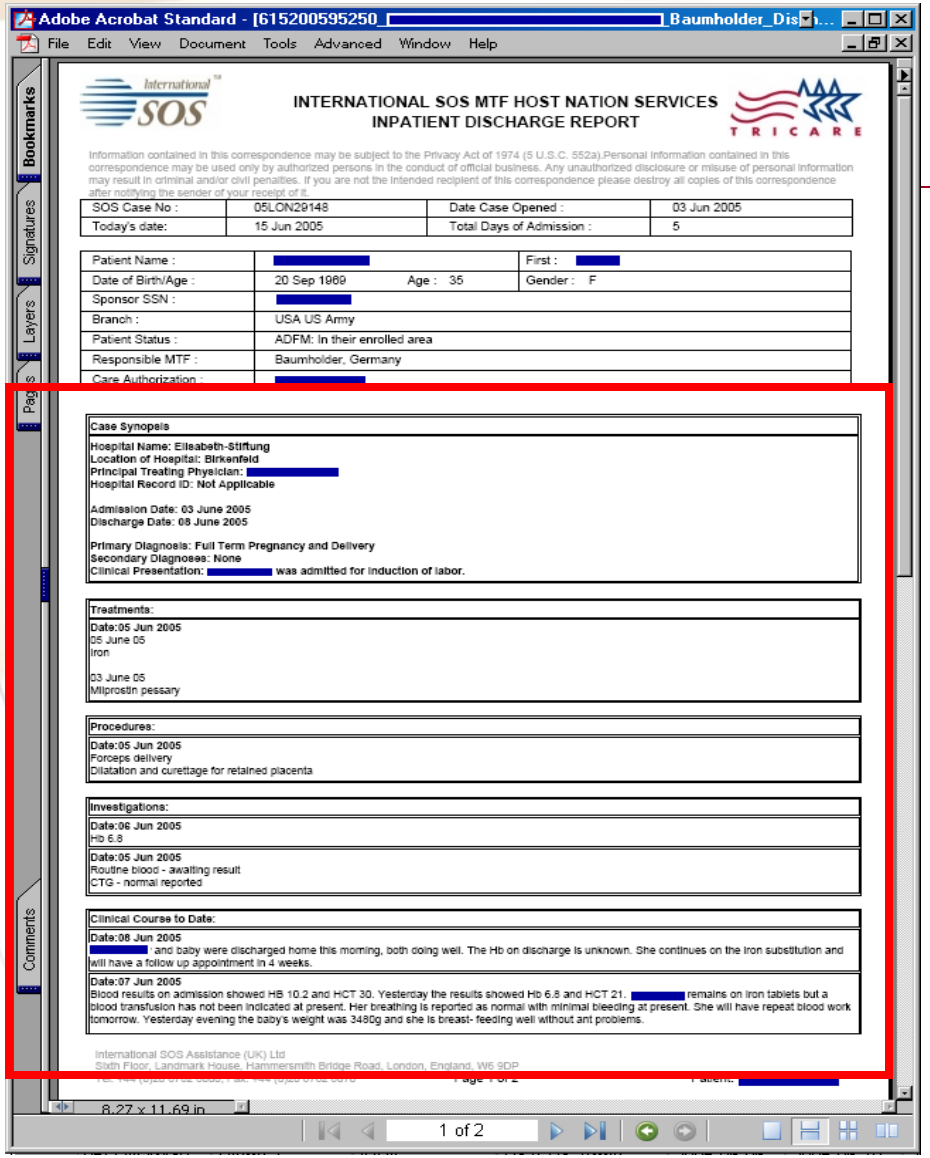
SOS Case No : 05LON30147
Date Case Opened : 10 Jun 2005
Today's date: 16 Jun 2005
Days of Admission to Date : 6
Patient Name : Last : [redacted] First : [redacted]
Date of Birth/Age : 15 Dec 1978 Age : 26
Gender : M
Sponsor SSN : [redacted]
Branch : To be advised
Patient Status : AD: In their enrolled area
Responsible MTF : Baumholder
Care Authorization : Authorized by MTF
Case Synopsis
Hospital Name: Elisabeth-Stiftung
Location of Hospital: Birkenfeld
Principal Treating Physician: Dr Hoppe
Hospital Record ID: Not Available
Admission Date: 10 June 2005 (discharged home until 13 June 2005)
Discharge Date: To be advised
Primary Diagnosis: Inguinal hernia
Secondary Diagnoses: None
Clinical Presentation: Pain and enlarged lymph nodes in the right groin area.
Status Today:
Date:16 Jun 2005
[redacted] is doing very well, he is mobilizing well around the ward, the dressing was changed this morning and the wound is clean and dry. He does not complain of any pain and is afebrile.
He will be discharged on Saturday and the sutures will be removed next week as an outpatient.
Treatments:
Date:15 Jun 2005
IV Paracetamol 1000mg o.d.
Date:14 Jun 2005
Fragmin subcutaneously
Date:13 Jun 2005
IV Fluids: 1l Lacted Ringer + Vomex (Dimenhydrinat)
500ml Lacted Ringer + Novalmin (Novalminsulfon)
Analgesic: Dipidolor 11mg b.d. (nonreccuring)
Date:10 Jun 2005
8.27 x 11.69 in
1 of 2

Daily Status Report

Each Daily Report gives a full picture of care since the first day of admission.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File Edit View Document Tools Advanced Window Help
Bookmarks
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Pages
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International SOS
INTERNATIONAL SOS MTF HOST NATION SERVICES
INPATIENT DISCHARGE REPORT
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SOS Case No : 05LON29148
Date Case Opened : 03 Jun 2005
Today's date: 15 Jun 2005
Total Days of Admission : 5
Patient Name : [redacted]
First : [redacted]
Date of Birth/Age : 20 Sep 1969 Age : 35
Gender : F
Sponsor SSN : [redacted]
Branch : USA US Army
Patient Status : ADFM: In their enrolled area
Responsible MTF : Baumholder, Germany
Case Authorization :
Case Synopsis
Hospital Name: Elisabeth-Stiftung
Location of Hospital: Birkenfeld
Principal Treating Physician: [redacted]
Hospital Record ID: Not Applicable
Admission Date: 03 June 2005
Discharge Date: 08 June 2005
Primary Diagnosis: Full Term Pregnancy and Delivery
Secondary Diagnoses: None
Clinical Presentation: [redacted] was admitted for induction of labor.
Treatments:
Date:05 Jun 2005
05 June 05
Iron
03 June 05
Mifprostin pessary
Procedures:
Date:05 Jun 2005
Forceps delivery
Dilatation and curettage for retained placenta
Investigations:
Date:06 Jun 2005
Hb 6.8
Date:05 Jun 2005
Routine blood - awaiting result
CTG - normal reported
Clinical Course to Date:
Date:08 Jun 2005
[redacted] and baby were discharged home this morning, both doing well. The Hb on discharge is unknown. She continues on the iron substitution and will have a follow up appointment in 4 weeks.
Date:07 Jun 2005
Blood results on admission showed HB 10.2 and HCT 30. Yesterday the results showed Hb 6.8 and HCT 21. [redacted] remains on iron tablets but a blood transfusion has not been indicated at present. Her breathing is reported as normal with minimal bleeding at present. She will have repeat blood work tomorrow. Yesterday evening the baby's weight was 3480g and she is breast- feeding well without ant problems.
International SOS Assistance (UK) Ltd
Sixth Floor, Landmark House, Hammersmith Bridge Road, London, England, W6 9DP
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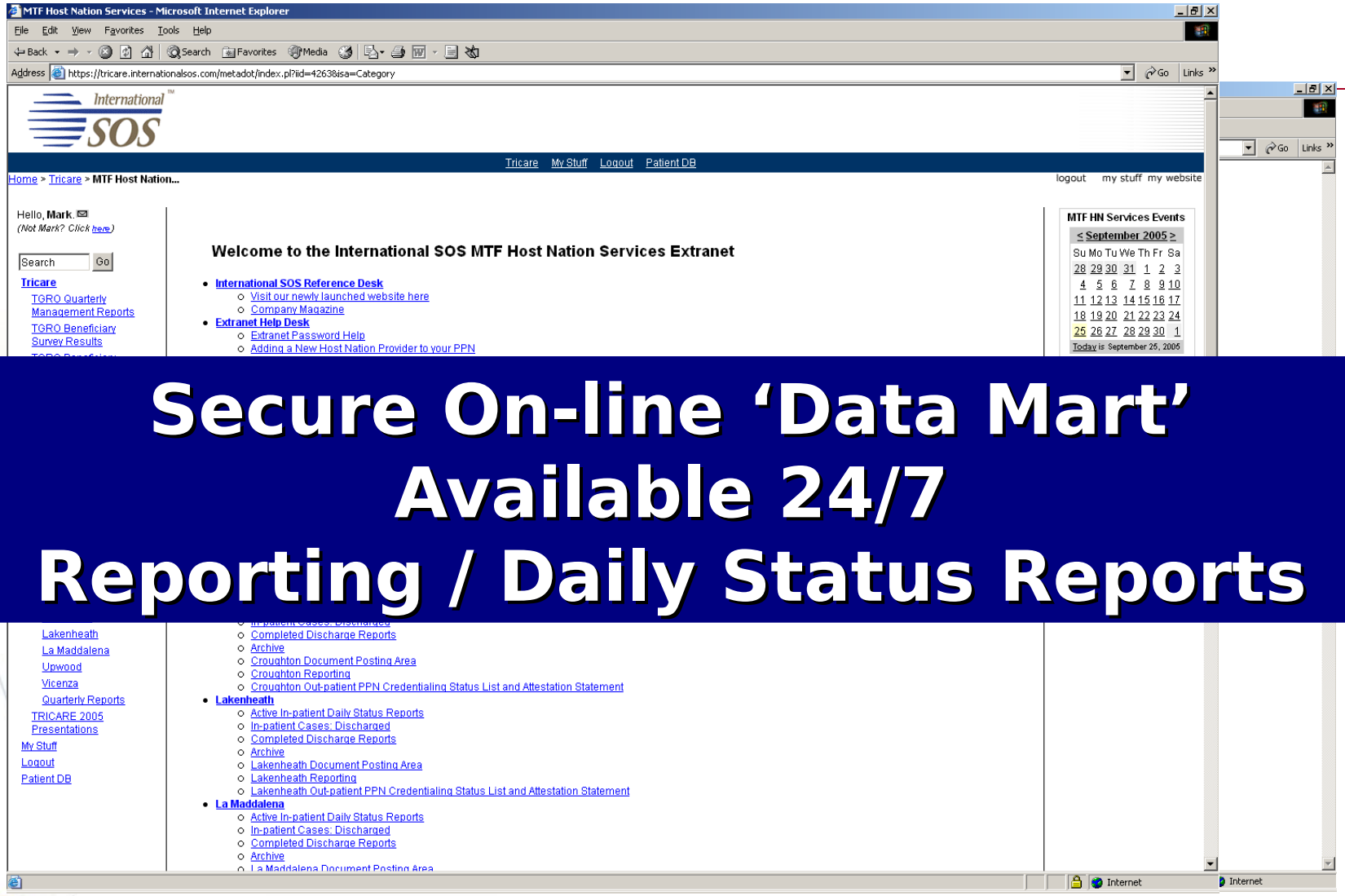
1 of 2

Discharge Report

The Discharge reports are not translations, but rather an aggregate summary of care.

Discharge Reports are available 14 days after discharge.



Secure On-line 'Data Mart' Available 24/7 Reporting / Daily Status Reports

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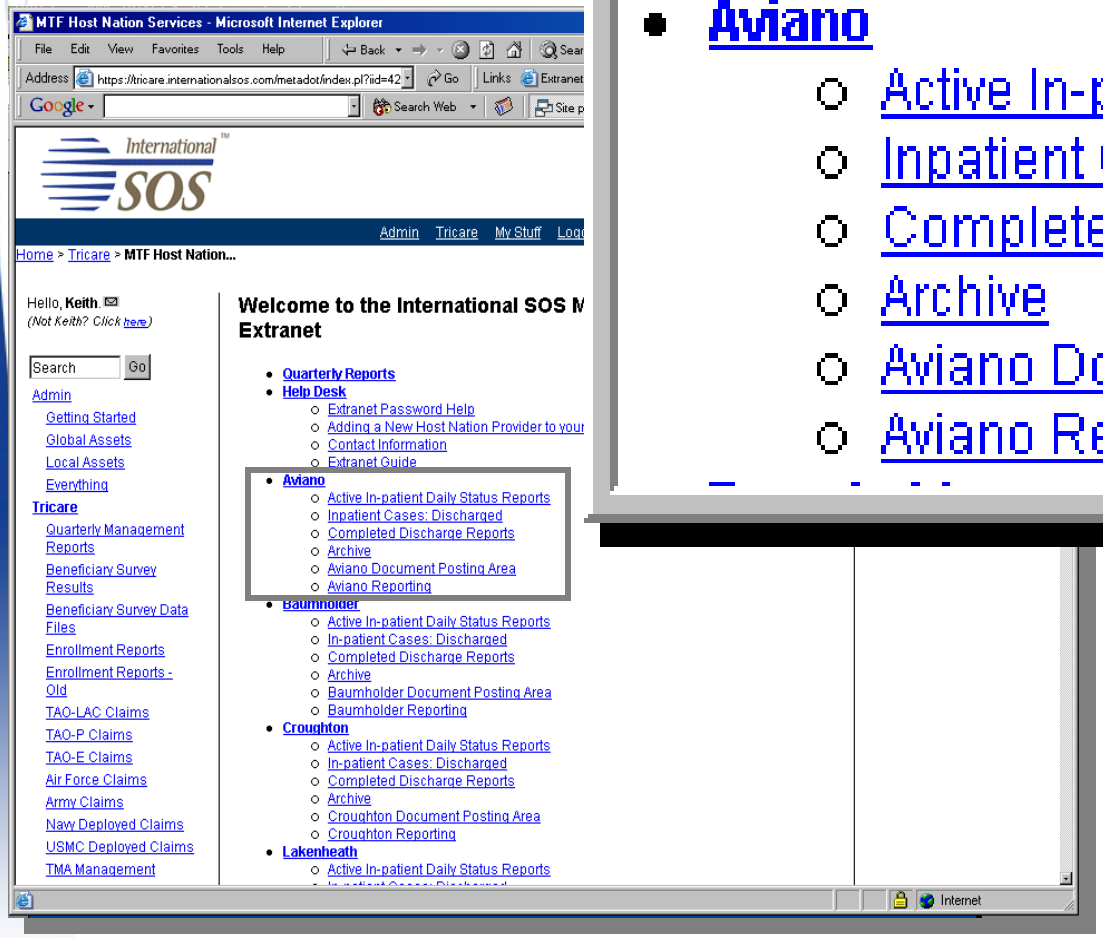
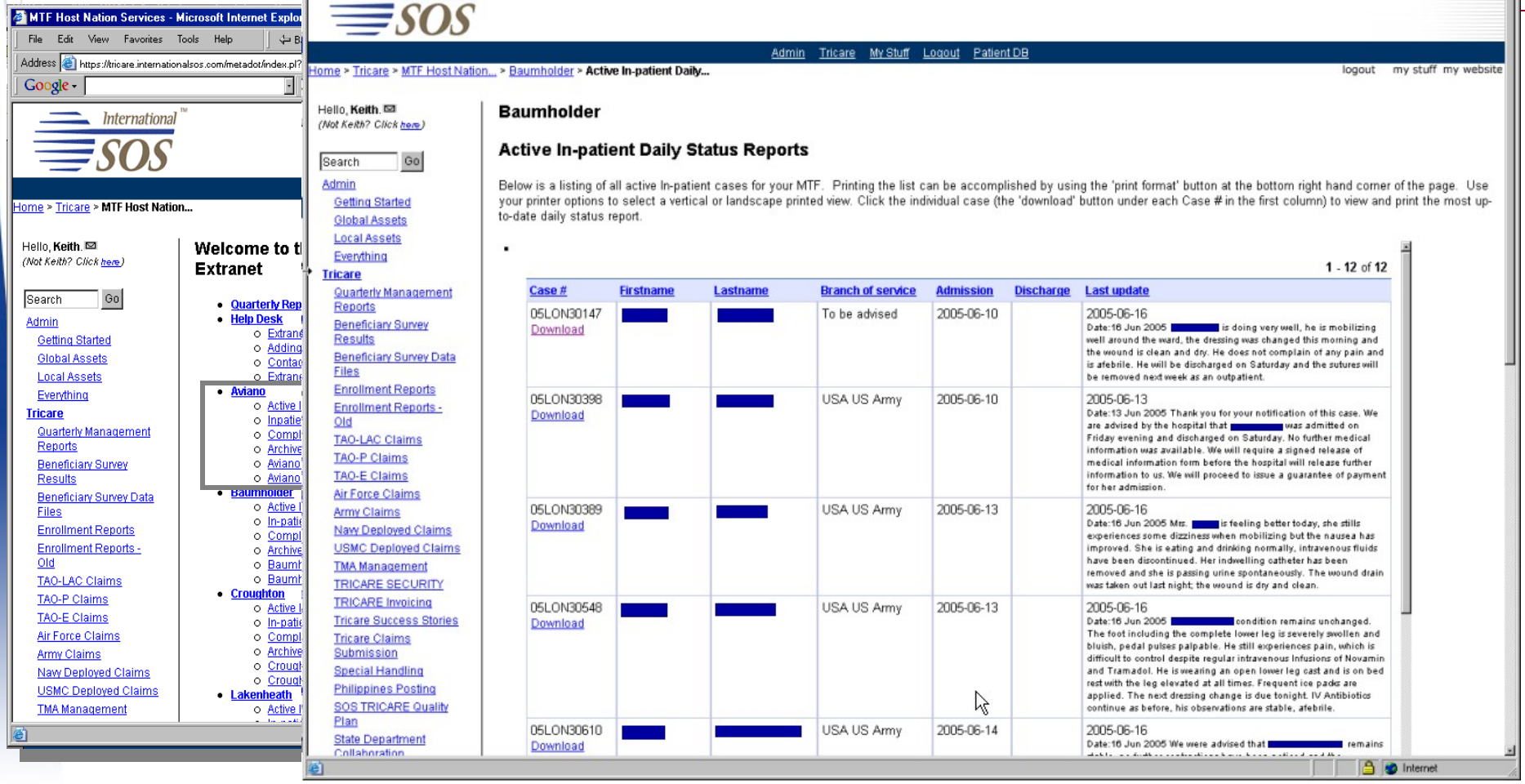
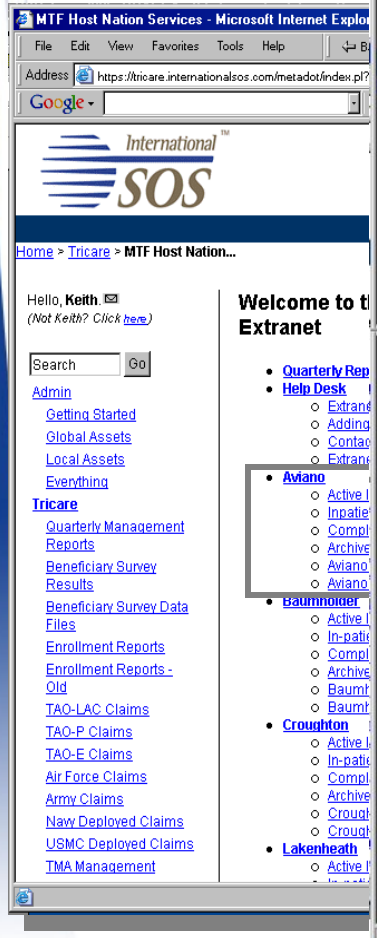
International SOS



- **Aviano**
  - Active In-patient Daily Status Reports
  - Inpatient Cases: Discharged
  - Completed Discharge Reports
  - Archive
  - Aviano Document Posting Area
  - Aviano Reporting


MTF Host Nation Services - Microsoft Internet Explorer
Active In-patient Daily Status Reports - Microsoft Internet Explorer
International SOS
Admin Tricare My Stuff Logout Patient DB
Home > Tricare > MTF Host Nation... > Baumholder > Active In-patient Daily...
logout my stuff my website
Hello, Keith.
(Not Keith? Click here)
Search Go
Admin
Getting Started
Global Assets
Local Assets
Everything
Tricare
Quarterly Management Reports
Beneficiary Survey Results
Beneficiary Survey Data Files
Enrollment Reports
Enrollment Reports - Old
TAO-LAC Claims
TAO-P Claims
TAO-E Claims
Air Force Claims
Army Claims
Navy Deployed Claims
USMC Deployed Claims
TMA Management
TRICARE SECURITY
TRICARE Invoicing
Tricare Success Stories
Tricare Claims Submission
Special Handling
Philippines Posting
SOS TRICARE Quality Plan
State Department Collaboration
Baumholder
Active In-patient Daily Status Reports
Below is a listing of all active In-patient cases for your MTF. Printing the list can be accomplished by using the 'print format' button at the bottom right hand corner of the page. Use your printer options to select a vertical or landscape printed view. Click the individual case (the 'download' button under each Case # in the first column) to view and print the most up-to-date daily status report.
1 - 12 of 12
Case # Firstname Lastname Branch of service Admission Discharge Last update
05LON30147 Download To be advised 2005-06-10 2005-06-16
05LON30398 Download USA US Army 2005-06-10 2005-06-13
05LON30389 Download USA US Army 2005-06-13 2005-06-16
05LON30548 Download USA US Army 2005-06-13 2005-06-16
05LON30610 Download USA US Army 2005-06-14 2005-06-16
Internet


MTF Host Nation Services - Microsoft Internet Explo
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Address https://tricare.internationalsos.com/metadot/index.pl?
Google
International SOS
Home > Tricare > MTF Host Nation...
Hello, Keith.
(Not Keith? Click here)
Search Go
Admin
Getting Started
Global Assets
Local Assets
Everything
Tricare
Quarterly Management Reports
Beneficiary Survey Results
Beneficiary Survey Data Files
Enrollment Reports
Enrollment Reports - Old
TAO-LAC Claims
TAO-P Claims
TAO-E Claims
Air Force Claims
Army Claims
Navy Deployed Claims
USMC Deployed Claims
TMA Management
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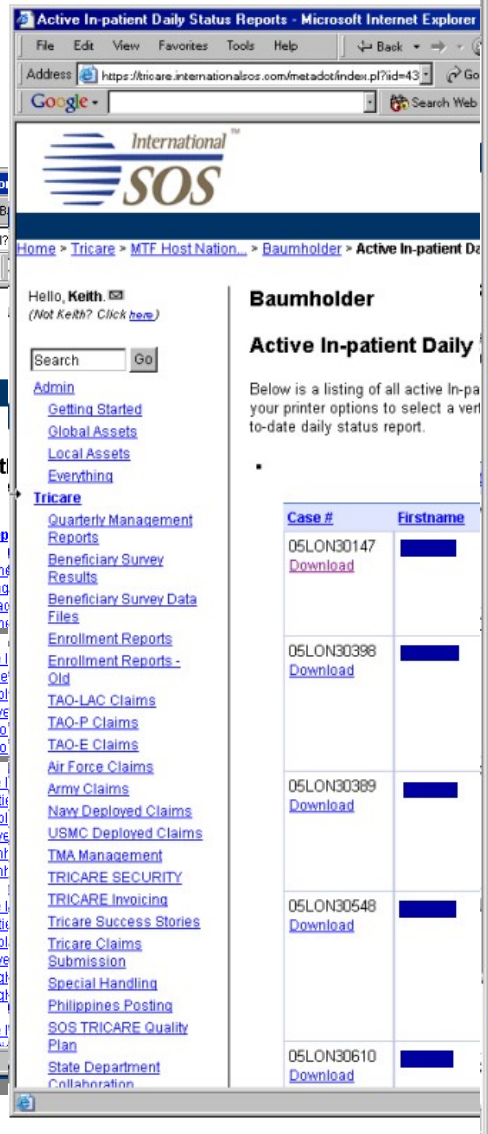
Extranet
Quarterly Rep
Help Desk
Aviano
Baumholder
Croughton
Lakenheath


Active In-patient Daily Status Reports - Microsoft Internet Explorer
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TAO-P Claims
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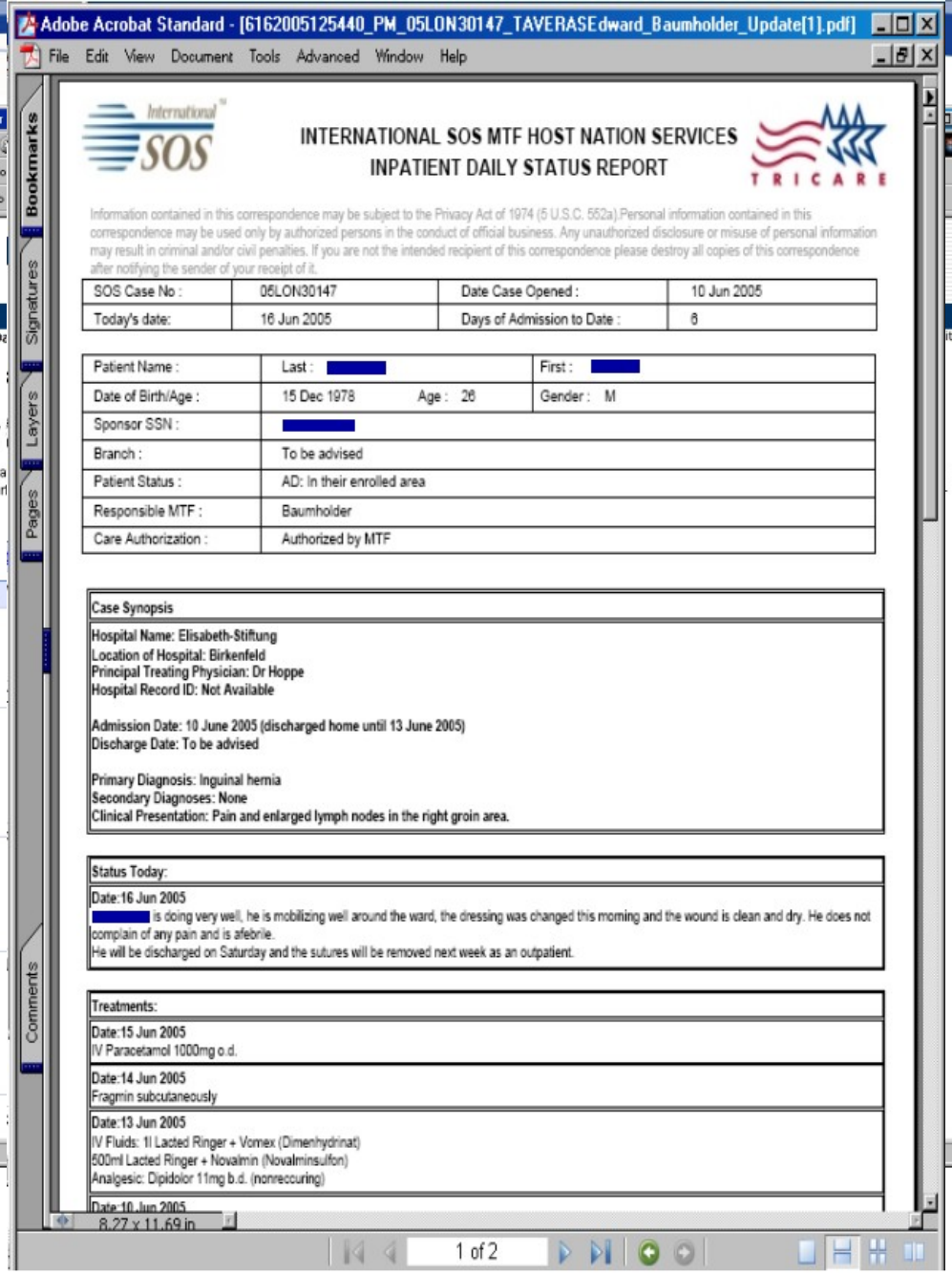
Air Force Claims
Army Claims
Navy Deployed Claims
USMC Deployed Claims
TMA Management
TRICARE SECURITY
TRICARE Invoicing
Tricare Success Stories
Tricare Claims Submission
Special Handling
Philippines Posting
SOS TRICARE Quality Plan
State Department Collaboration
Baumholder
Active In-patient Daily
Below is a listing of all active In-pa
your printer options to select a ver
to-date daily status report.
Case #
Firstname
05LON30147
Download
05LON30398
Download
05LON30389
Download
05LON30548
Download
05LON30610
Download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500ml Lacted Ringer + Novalmin (Novalminsulfon)
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Date:10 Jun 2005
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1 of 2

Activity Review
January to September 2005

TRICARE

International SOS

MTF Host Nation Support Program Activity Review

- Review period: 1st January 2005 to 30th September 2005

- Managed care of 795 total cases discharged:
  - Number of Non-Mental Health cases discharged: 718
  - Number of Mental Health cases discharged: 77

- Total Amount of claims submitted to WPS for invoices received JAN to SEP 2005:

  US$ 2,802,667 (549 cases)
  - Non-mental health Cases: $2,041,670 (486 cases)
  - Mental Health Cases: $760,998 (63 cases)

Cases Discharged per Test Site JAN to SEP 2005

MTF Location	Number of Non-Mental Health Cases	Number of Mental Health Cases	Discharges J AN to SEP 2005
Aviano, Italy	69	2	71
Baumholder, Germany	340	28	368
Croughton, UK	33	1	34
La Maddalena, Italy	34	3	37
Lakenheath, UK	122	36	158
Upwood, UK	17	2	19
Vicenza, Italy	103	5	108
Total Cases Discharges J AN to SEP 2005	718	77	795

Average Cost Per Case Billed to WPS

Average Claim Amount	Age Group					
MTF Location	0-16	17-20	21-35	36-45	>45	Total
Aviano	$4,297	$5,402	$4,809	$5,491	$19,712	$5,188
Baumholder	$1,768	$1,494	$1,683	$2,272	$1,853	$1,721
Croughton	$2,192	-	$10,551	$3,023	-	$9,492
La Maddelena	$1,395	-	$4,579	-	-	$3,710
Lakenheath	$16,209	$10,152	$13,475	$12,125	$19,637	$13,626
Upwood	$3,751	-	$11,868	$8,958	-	$8,805
Vicenza	$3,326	$2,047	$2,610	$2,954	$2,422	$2,758
Total	$5,130	$2,908	$4,833	$6,825	$13,229	$5,105

Beneficiary Survey Results by Site JAN to SEP 2005

Month	Total Number of Patients Discharged	Total Surveys Sent	Total Responses	Response Rate
Aviano	71	53	11	20.75%
Baumholder	368	102	15	14.71%
Croughton	34	12	4	33.33%
La Maddalena	37	15	3	20.00%
Lakenheath	158	78	24	30.77%
Upwood	19	10	3	30.00%
Vicenza	108	68	11	16.18%
TOTAL	**795**	**338**	**71**	**21.01%**

Healthcare Costs Per Test Site

Test Site	AD $	ADFM $	Total Invoiced	#of Cases
Aviano	$56,395	$114,809	$171,205	33
Baumholder	$199,461	$290,977	$490,438	285
Croughton	$76,474	$65,905	$142,380	15
La Maddalena	$29,183	$11,631	$40,814	11
Lakenheath	$847,216	$815,206	$1,662,422	122
Upwood	$85,791	$11,062	$96,853	11
Vicenza	$33,500	$165,055	$198,556	72
Grand Total	$1,328,021	$1,474,646	$2,802,667	549

Network Highlights

TRICARE

International SOS

Credentialing of Out-patient MTF Host Nation Medical Providers

- **Standardized Criteria:**
  - **Degrees/Diplomas**
  - **CV**
  - **Licensure & certification**
  - **Malpractice Insurance**
  - **Successful Site Assessment**
  - **Experience treating foreign patients**
  - **English language proficiency**
  - **Hospital affiliation**
  - **Overseas training**
  - **Local reputation / Feedback**

MTF Out-patient PPN Provider Files

Centralized Management of 132 Total Provider Files:

Aviano: 30 provider files

Baumholder: 34 provider files

Croughton: 14 provider files

Lakenheath: 35 provider files

La Maddalena: 15 provider files

Upwood: no provider files

Vicenza: 4 provider files

MTF Core In-patient PPN Providers

Aviano: 5

Baumholder: 3

Croughton: 6

Lakenheath: 10 (of which 5 are mental health providers)

La Maddalena: 3

Upwood: 1 (shares PPN with Lakenheath)

Vicenza: 5

Upwood
Lakenheath
Croughton
Peterborough
Leicester
Luton
Watford
Oxford
Basildon
Southend-on-Sea
Letchworth
Bedford
Cambridge
Ipswich
Norwich
Milton Keynes
Stansted Airport
Luton Airport
UNITED KINGDOM
IRELAND
FRANCE
BELGIUM
NETH.
East Anglia
M1
M6
M11
M25
M40
A1
International SOS
An AEA Company

Additional Activity

Baumholder Clinic, Germany and the Patient Liaison Team

Making the Local Papers in Italy

citton
Pavimenti alla Veneziana

IL GIORNALE DI VICENZA

Anno 59 - Numero 24 - Martedì 25 Gennaio 2005

citton
Pavimenti alla Veneziana

Sanità

Gli specialisti di International Sos hanno visitato il nosocomio con giudizio positivo

L'ospedale è stato giudicato di alta qualità. Gli abitanti di camp Ederle in caso di bisogno potranno rivolgersi alla struttura vicentina per le cure

Il San Bortolo promosso dagli Usa

Il Governo pagherà all'Ulss 6 le prestazioni sanitarie offerte agli americani

"San Bortolo hospital scored high marks. The inhabitants of the Ederle military base will seek medical assistance at the hospital

San Bortolo Praised by the US

Health specialists from International SOS visited San Bortolo with positive feedback…"

ARCTIC OCEAN
GREENLAND
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RUSSIA
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Thank You

DEPARTMENT OF DEFENSE
UNITED STATES OF AMERICA

TRICARE

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SOS